

# Penerapan total quality management dalam pendidikan tinggi keperawatan profesional pada sekolah tinggi ilmu kesehatan citra husada mandiri Kupang = Total quality management in higher education professional nursing in the college of health sciences husada citra mandiri Kupang

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## Abstrak

### <b>ABSTRAK</b><br>

Total Quality Management filosofi pengembangan mutu pendidikan tinggi keperawatan, yang tanggap dan mampu merespon perubahan pendidikan tinggi keperawatan demi kepuasan pada konsumen. Rendahnya mutu pendidikan berasal dari perancangan kurikulum, ketidaksesuaian manajemen, kurangnya jam pelajaran, kurangnya sumber daya staf. Tujuan penelitian mengetahui gambaran umum penerapan Total Quality Management dalam pendidikan tinggi keperawatan di Sekolah Tinggi Ilmu Kesehatan Citra Husada Mandiri Kupang. Metode penelitian survei dengan desain cross sectional. Pengambilan sampel secara purposive, berjumlah 44 orang. Pengumpulan data menggunakan kuisioner dan dianalisa dengan mean dan proporsi. Hasil penelitian menunjukkan perencanaan mutu pendidikan tinggi keperawatan menurut pegawai 85,71 % kurang baik dan 14,29 % baik, dan menurut mahasiswa 53,33 % kurang baik dan 46,67 % baik. Peningkatan mutu pendidikan tinggi keperawatan menurut pegawai 42,86 % baik dan 57,14 % kurang baik, sedangkan menurut mahasiswa 83,33% baik dan 16,67 % kurang baik. Pengendalian mutu pendidikan tinggi keperawatan menurut pegawai 78,57% baik dan 21,43 % kurang baik, dan menurut mahasiswa 70% baik dan 30 % kurang baik. Penjaminan mutu pendidikan tinggi keperawatan menurut pegawai 35,71% baik dan 64,29 % kurang baik, dan menurut mahasiswa 86,67% baik dan 13,33% kurang baik. Hambatan yang dirasakan masih kurangnya sosialisasi bagi perguruan tinggi sehingga belum mengetahui dan mengerti, tentang pelaksanaannya hanya mengacu referensi buku. Pimpinan perlu merencanakan kebijakan mutu yang strategis, pengendalian dan penjaminan mutu yang berorientasi pada peningkatan mutu pendidikan tinggi keperawatan. Elemen-elemen harus diperhatikan etos kerja, motivasi, kerjasama tim, moral kerja, dan kerja keras.

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### <b>ABSTRACT</b><br>

Total Quality Management philosophy of the development of nursing higher education quality, responsive and able to respond to changes in higher education in nursing by consumer satisfaction. The low quality of education from curriculum design, management mismatch, lack of school hours, lack of staff

resources. Studies find a general purpose application of Total Quality Management in higher education of nursing at the College of Health Sciences Husada Citra Mandiri Kupang

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Methods of survey research with cross sectional design. Purposive sampling, totaling 44 people. Data collection using questionnaires and analyzed with means and proportions. The results showed a high quality planning of nursing education according to the employee 85.71% and 14.29% is not good either, and according to students 53.33% and 46.67% is not good either. Improving the quality of higher education of nursing staff by 42.86% is good and 57.14% is not good, according to students while 83.33% 16.67% good and less good. Quality control of higher education of nursing staff according to 78.57% and 21.43% good is not good, and according to students 70% good and 30% unfavorable. Quality assurance of higher education of nursing staff according to 35.71% and 64.29% good is not good, and according to students 86.67% 13.33% good and less good. Perceived barriers were the lack of socialization for colleges that do not yet know and understand, on a reference book only refers to their implementation. Leaders need to plan a strategic quality policy, quality assurance and control-oriented higher education quality improvement in nursing. Elements must be considered work ethic, motivation, teamwork, morale, and hard work.